

Enhanced Access Review Committee Agenda  
August 19, 2009  
2 PM – Room 224

1. Approval of the July 15, 2009 Enhanced Access Review Committee Meeting Minutes
2. New Waiver Requests
  - a. Willard Park of Holy Cross Westminster Civic Alliance - Registered
  - b. Indy-east Asset Development - Registered
  - c. Timberfield Homeowner's Association – not registered
  - d. Avalon Betterment Club – not registered
  - e. Southeast Neighborhood Development, Inc.
  - f. Hamilton County Community Corrections
  - g. Tippecanoe County Probation Department
  - h. Johnson County Prosecutor's Office
3. Parks Active Network
4. Business Licensing
5. LoGO Indiana Director's Report
6. Treasurer's Report

The next Enhanced Access Review Committee Meeting is scheduled for October 21, 2009

**Enhanced Access Review Committee  
Meeting Minutes  
July 15 2009  
Room 224 – 9:00 A.M.**

In Attendance: Mr. Swenson, representing the Department of Metropolitan Development, Mr. Bowes, representing the Marion County Assessor's Office; Mr. Rodman representing the Marion County Treasurers Office; Mr. Mendez, representing the Office of Finance and Management; Ms. White and Ms. Nussmeyer, representing the Marion County Clerk's Office; Ms. Breaux, representing the Auditor's Office; Ms. Pero and Ms. Duncan, representing the Recorder's Office; Ms. Guilfooy and Mr. Carey, representing LoGo Indiana; Ms. Schultheis, Legal Counsel; Ms. Taylor, Ms. Thompson, Ms. Brinson

Based on the Committee having nine members, eight active members, five constitutes a quorum. Mr. Swenson called the meeting to order at 9:05. Mr. Swenson asked for introductions.

Approval of the June 17 2009 EARC Minutes

Ms. White made a motion to approved the June 17, 2009 Enhanced Access Review Committee Minutes. The motion was seconded by Mr. Bowes and carried unanimously.

New Waiver Requests

Ms. White asked if the Martin Luther King Community Center were C3 certified. Mr. Guilfooy stated the application did not indicate either way and the address is not requested on the application.

- a. Meridian Kessler Terrace Neighborhood Association (registered)
- b. Meridian Kessler Neighborhood Association (registered)
- c. Southeast Neighborhood Development (registered)
- d. Nora Northside Community Council (registered)
- e. Spruce Street Squad Block Club (registered)
- f. Martin Luther King Community Center (registered)
- g. Warren Pines Homeowners Association (not registered)
- h. Indiana Department of Revenue
- i. Decatur Township Fire Department
- j. Indianapolis Housing Agency
- k. Town of Cumberland
- i. Good News Mission, Inc. d/b/a Good News Ministries (tabled from the June 17, 2009 EARC Meeting)

Ms. Guilfooy presented the waiver requests from neighborhood organizations. Neighborhood organizations are requesting access to the property information. Access is limited to three individuals.

Ms. White made a motion to approve waiver requests a-f. The motion was seconded by Mr. Rodman and carried unanimously.

Ms. Guilfoxy asked if non-registered applicants would be considered pending registration. Ms. White made a motion to approve Warren Pines Homeowners Association pending neighborhood association registration within 30 days. The motion was seconded by Mr. Bowes and passed unanimously.

Ms. Guilfoxy stated that the Indiana Department of Revenue is requesting civil court documents and property records with 15-25 searches per month. The applicant is not willing to reciprocate access to records due to confidentiality provisions. Ms. White made a motion to approve the Indiana Department of Revenue waiver request. The motion was seconded by Mr. Petrecca and carried unanimously.

Ms. White requested that waiver requests i, j, and k be considered together for approval pending custodial agency approval. The motion was seconded by Ms. Breau and carried unanimously.

Ms. Guilfoxy updated the Committee on the c3 status of Good News Mission, Inc. d/b/a Good News Ministries. The applicant provided verification of c3 status.

Ms. White made a motion to approve the Good News Mission, Inc. waiver application. The motion was seconded by Ms. Breau and carried unanimously.

#### Indianapolis and Marion County Boards and Commissions Application

Ms. Taylor presented the Indianapolis and Marion County Boards and Commissions Application. Ms. Taylor explained the current solution is an access data base linked to the web and used by the Council Office. The software link is down. An outside service was considered but was expensive. Initiatives considered avoided additional work on the database with time and hours required of ISA. The final option considered is an application built by LoGo Indiana for the State. The application would be less expensive considering the purchasing would be for the application software. The City County Council Office could use to displays board members and related information such as shared appointees.

The database will be created and hosted by LoGO Indiana and all the data maintained by the Mayor's Office and the City-County Council. The goal is to have the ability to search by board name, board issue area, member name or vacancies. Provide a brief description with contact information for each board and its administering agency; list board member term, keep an archive of former board members, list statutory requirements for board membership, and provide downloadable PDF for board applications. An Administrative Site allowing the Mayor's Office and City-County Council to login and maintain the information will be created.

Ms. White stated as clarification the 2,600 would be a one time expense and the 4,600 would be an on-going annual expense requiring approval before the committee. Mr. Rodman offered either option (approving annually or a one time approval for several years) is okay but the preference is to annually request posting. Due to a partial year, 2009 will be lower than future years. Mr. Petrecca asked about a timeframe considering the 164 development hours. Ms. Guilfooy estimated 6-8 weeks with an individual working at 80% capacity or October or November. Mr. Petrecca noted that would result in 3 months of postings. Mr. Bowes asked about the split in finances between agencies. Mr. Taylor explained the report reflects initiatives before LoGO's option was available. The question was asked how ISA determines if application development will be 'in-house' or not. The cut off, with out additional money, for the DAI contract is less than 160 hours. Over 160 hours may go through DAI or may go out for bid.

Mr. Bowes was interested in DAI having access to the current code base. Mr. Petrecca indicated DAI would not necessarily have the current code base. The various boards, council and Mayors Office members have different terms. Ms. Taylor added the terms could be up to 7 with some term expirations, previous history, records, a prospect list, inquiries, who and when do boards and committees meet. For the future there is potential for many uses. Ms. Schultheis asked if tracking board attendance had been considered. Ms. Taylor discussed the initial data collection did not include tracking board attendance but could be considered.

Mr. Bowes confirmed the initiative is really two components and supported the web interface as an attractive method of retrieving data. Concerns were expressed that although very labor intensive the application is not development hours intensive but rather data conversion, or data entry intensive. The project does not necessarily require significant programming time. Ms. White explained the project was developed for the State. This is not new development. The project will include new requirements. Ms. Guilfooy added the application will be online running, migrating reports, new hierarchies need to be established which includes new requirements. Mr. Rodman asked if the application would be at cost to the public to search. Ms. Guilfooy responded that there would be no charge to the public to access or search and the application could be added to the Indy Biz site if the Committee would be interested. ISA will be working with LoGO. Ms. White asked what the current Enhanced Access Fund balance is. Given the estimated balance of \$900,000, Ms. White expressed support for the application. A method of managing data is much needed and the request is an appropriate use of Enhanced Access Funds. Mr. Mendez offered the request is a positive method of eliminating a database but had concerns that the Enhanced Access Review Committee should be the appropriate venue for authorizing a monthly fee. Mr. Petrecca commented the initiative is not looking to fund itself via a fee and the vendor does not work for free. Fees usually cover the cost to host applications. Ms. White clarified the Enhanced Access fund is populated by

fees. Mr. Swenson stated the request is an appropriate use of Enhanced Access fees and recommended support.

Ms. White made a motion to approve a not to exceed amount of \$28,000 for the remainder of 2009. The application will be brought back the Enhanced Access Review Committee in January. The motion was seconded by Mr. Mendez and carried unanimously.

Mr. Bowes offered he is a supporter of internal application development but given the projected work load of ISA, he supports the request. Ms. Schultheis requests a component be considered to track council attendance that does not require data entry. The concern with tracking attendance and statements of economic interest is the number of individuals that would have administrative rights to the application explained Ms. Thompson. Ms. Schultheis suggested the Office of Corporation Counsel be the point of contact. Mr. Petrecca suggested adding attendance as a simple restricted module. Ms. Taylor discussed marketing the links where information such as statement of economic interest is posted.

#### LoGO Indiana Director's Report

Ms. Guilfooy presented the June LoGO Indiana's Director's Report. Ms. Guilfooy reported during the month of June, LoGO Indiana collected just over \$1.2 million in statutory fines and fees for the City and County partners. Year to date, over \$4.8 million has been deposited to City County agencies. LoGO Indiana deposited \$1,0881 from the Portal profits into Enhanced Access Revenue Share account for the month of June. A new service was released for the Marion County Treasurer's Office for online property tax payments. The service was released in mid-June.

Mr. Bowes complimented LoGO Indiana for the quick fix on the business parcel number issue.

Mr. Petrecca stated the five year contract between the City-County and LoGO Indiana has been signed. The contract allows for two 4-year extensions.

#### Treasurer's Report

Mr. Rodman reported the Net Enhanced Access Funds Available (Fund balance less outstanding Liabilities) is \$970,965.77. Mr. Rodman explained although receipts have come in on \$120,000 and \$50,000 draws have not been made.

Mr. Swenson commented that participating agencies have the opportunity to utilize 80% of their contribution given they submit reports verifying funds.

The Committee agreed that an overview of the Enhanced Access Funds, eligibility to use and reporting requirements would be added to the agenda for next month.

Mr. Petrecca discussed the potential of the Information Services Agency and the Office of Finance and Management requesting Enhanced Access funds for web application development. Mr. Petrecca stated he explained to both agencies requests are usually for specific services, specific projects.

Ms. Pero offered the Records Office may request Enhanced Access funds for e-filing initiatives but normally budgets for technology and does not require additional funds. The Office is supportive of other agencies utilizing the funds for eligible initiatives.

The meeting adjourned at 9:52. The next scheduled meeting of the Enhanced Access Review Committee is August 19, 2009.



**Class Implementation Agenda: Indianapolis, IN****Implementation Dates:****Objectives**

- Install and configure Hosted Payment Server
- Settlement procedures, reconciliation, and reports training

Please also note that the times in this agenda are not firm.

**Schedule****Day 1:**

| TIME         | TASK                                                                                                                                                                                                                  | RESOURCES                                             |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| 8:30 – 9:00  | <b>Implementation Launch Meeting</b> <ul style="list-style-type: none"><li>• General introductions, review of needs, expectations and discussion on potential roadblocks</li></ul>                                    | Sys<br>Admin/Manager(s)                               |
| 9:00 – 11:00 | <b>Install, Configure and Test Hosted Payment Server</b>                                                                                                                                                              | Sys<br>Admin/Manager(s),                              |
| 12:00 – 1:00 | <b>Lunch</b>                                                                                                                                                                                                          |                                                       |
| 1:00 – 3:00  | <b>Install, Configure and Test Hosted Payment Server</b>                                                                                                                                                              | Sys<br>Admin/Manager(s),                              |
| 3:00 – 4:30  | <b>Settlement Procedures, Reconciliation and Reports Training</b> <ul style="list-style-type: none"><li>• Review online payments reports</li><li>• Review revenue recognition and reconciliation procedures</li></ul> | Sys<br>Admin/Manager(s),<br>Finance<br>Representative |

## **Class Implementation Agenda: Indianapolis, IN**

### **Implementation Dates:**

### **Objectives**

- Discuss technical requirements for Hosted Internet Registration
- Audit Class database
- Discuss policy decisions for Hosted Internet Registration
- Discuss marketing initiatives
- Discuss project timeline including go-live date

Please also note that the times in this agenda are not firm.

### **Suggested Training Environment**

**Onsite:** Active Network's suggested training environment includes a quiet room, equipped with an appropriate number of PC's and Internet connectivity. A PC compatible data projector, whiteboard and flip chart are also recommended for ease of instruction.

**Remote:** Active Network's suggested training environment includes a quiet room, equipped with an appropriate number of PC's, internet connectivity, Live Meeting, a phone with speaker phone capability. A PC compatible data projector is also recommended for ease of instruction.

## Schedule

### Day 1:

| TIME         | TASK                                                                                                                                                                                                                                                                                | RESOURCES                                                                |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| 8:30 – 9:30  | <b>Class Internet Launch Meeting</b> <ul style="list-style-type: none"><li>• Discussion of business needs, registration statistics, project motivations, deliverables and staff roles pertaining to the project</li><li>• Establish Live-Meeting Connection (Remote Only)</li></ul> | Sys<br>Admin/Manager(s)                                                  |
| 9:30 – 12:00 | <b>Class Internet Technical Discussions</b> <ul style="list-style-type: none"><li>• Examination of server requirements, network requirements and preparatory tasks for the IT Department (VPN, Shared Folders etc.)</li></ul>                                                       | Sys<br>Admin/Manager(s), IT<br>Representative                            |
| 12:00 – 1:00 | <b>Lunch</b>                                                                                                                                                                                                                                                                        |                                                                          |
| 1:00 – 3:00  | <b>Class Internet Policy Discussions</b> <ul style="list-style-type: none"><li>• Review of new Internet Registration client handling policy, online registration policy, online facility availability policy as well as security concerns</li></ul>                                 | Sys<br>Admin/Manager(s),<br>Program Registration<br>Administrative Staff |
| 3:00 – 4:00  | <b>Class Database Audit</b> <ul style="list-style-type: none"><li>• Examination of accounting system status, client account status, course information status and facility information status and pertinent business policy</li></ul>                                               | Sys<br>Admin/Manager(s)<br>Program Registration<br>Administrative Staff  |
| 4:00 – 4:30  | <b>End of Day Meeting</b> <ul style="list-style-type: none"><li>• Review of day's events / expectations for tomorrow</li></ul>                                                                                                                                                      | Sys<br>Admin/Manager(s)                                                  |

**Day 2:**

| TIME          | TASK                                                                                                                                                                                                                                                                                                 | RESOURCES                                                                            |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| 8:30 – 9:00   | <b>Outstanding Issues Meeting</b> <ul style="list-style-type: none"><li>Attendance to to-dos remaining from Monday</li></ul>                                                                                                                                                                         | Sys<br>Admin/Manager(s)                                                              |
| 9:00 – 11:00  | <b>Class Internet Customization Discussions</b> <ul style="list-style-type: none"><li>Examination of the Internet Registration interface, its associated graphics (inc. activity, facility, complex photos), wording considerations and cascading style sheets in preparation for Live use</li></ul> | Sys<br>Admin/Manager(s)<br>Program Registration<br>Administrative Staff<br>Marketing |
| 11:00 – 12:00 | <b>Class Internet Marketing Discussions</b> <ul style="list-style-type: none"><li>Examination of look / feel options, wording considerations, internal marketing (to staff), external marketing (to the public) and training options</li></ul>                                                       | Sys<br>Admin/Manager(s)<br>Program Registration<br>Administrative Staff<br>Marketing |
| 12:00 – 1:00  | <b>Lunch</b>                                                                                                                                                                                                                                                                                         |                                                                                      |
| 1:00 – 2:00   | <b>Class Accounting Discussion</b> <ul style="list-style-type: none"><li>Reconciliation, Refunds, Withdrawals, etc.</li></ul>                                                                                                                                                                        | Sys<br>Admin/Manager(s),<br>Finance<br>Representative                                |
| 2:00 – 3:00   | <b>Class Configuration</b> <ul style="list-style-type: none"><li>Re-licensing of the Class Database and preemptive setup of Internet-oriented fields (new Terminals, new Users, new Payment Types etc.)</li></ul>                                                                                    | Sys<br>Admin/Manager(s)                                                              |
| 3:00 – 4:00   | <b>Staging Server Configuration</b> <ul style="list-style-type: none"><li>Install and configure IIS on staging server.</li></ul>                                                                                                                                                                     | Sys<br>Admin/Manager(s), IT<br>Representative                                        |
| 4:00 – 4:30   | <b>End of Implementation Meeting</b> <ul style="list-style-type: none"><li>Implementation in review / expectations prior to Go-Live</li></ul>                                                                                                                                                        | Sys<br>Admin/Manager(s)                                                              |

**Day 3:**

| TIME    | TASK                                                                                                         | RESOURCES  |
|---------|--------------------------------------------------------------------------------------------------------------|------------|
| ongoing | <b>Documentation</b> <ul style="list-style-type: none"><li>Project Plan and review of the two days</li></ul> | Consultant |

Please complete only section A below  
Please email completed form to [ACSCConsulting@active.com](mailto:ACSCConsulting@active.com)

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                  |                                                                                                                                                                        |                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>Customer Information</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>System Administrator</b>                                                                                                                                                                                                                                                                                             | <b>Name:</b>                                                                                                                                                     | <b>Phone#:</b>                                                                                                                                                         | <b>E-mail Address:</b> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>IT Contact</b>                                                                                                                                                                                                                                                                                                       | <b>Name:</b>                                                                                                                                                     | <b>Phone#:</b>                                                                                                                                                         | <b>E-mail Address:</b> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Billing Contact</b>                                                                                                                                                                                                                                                                                                  | <b>Name:</b>                                                                                                                                                     | <b>Phone#:</b>                                                                                                                                                         | <b>E-mail Address:</b> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Billing Address</b>                                                                                                                                                                                                                                                                                                  | <b>Address:</b>                                                                                                                                                  |                                                                                                                                                                        |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Will a contact be designated for 24 hour support?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                                                                       |                                                                                                                                                                  |                                                                                                                                                                        |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Name:</b>                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                  | <b>Phone#:</b>                                                                                                                                                         | <b>E-mail Address:</b> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Site Name:</b><br>No spaces or special characters. Maximum 15 characters<br>(US sites: <a href="http://online.activecommunities.com/sitename">online.activecommunities.com/sitename</a> )<br>(Canadian sites: <a href="http://onlineca.activecommunities.com/sitename">onlineca.activecommunities.com/sitename</a> ) |                                                                                                                                                                  | <b>Merchant Description:</b><br>(Description that will show on your customer's credit card statements. Maximum 18 characters including spaces – no special characters) |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Internet Registration Launch Date:</b>                                                                                                                                                                                                                                                                               |                                                                                                                                                                  | <b>Class Version:</b>                                                                                                                                                  |                        |
| <b>VPN Setup</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Device</b>                                                                                                                                                                                                                                                                                                           | <input type="checkbox"/> Cisco851 - Please select Cisco851 if device has been purchased from Active<br><input type="checkbox"/> Other – Please specify the type: |                                                                                                                                                                        |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>If Cisco851 is selected please provide the following:</b>                                                                                                                                                                                                                                                            |                                                                                                                                                                  |                                                                                                                                                                        |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Available Public IP Address:</b>                                                                                                                                                                                                                                                                                     |                                                                                                                                                                  | <b>Mask:</b>                                                                                                                                                           |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Gateway Address:</b>                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                  | <b>Mask:</b>                                                                                                                                                           |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Public DNS Address:</b>                                                                                                                                                                                                                                                                                              |                                                                                                                                                                  | <b>Mask:</b>                                                                                                                                                           |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>If firewall other than Cisco851, please provide the following:</b>                                                                                                                                                                                                                                                   |                                                                                                                                                                  |                                                                                                                                                                        |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Public IP Address:</b>                                                                                                                                                                                                                                                                                               |                                                                                                                                                                  | <b>Mask:</b>                                                                                                                                                           |                        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Pre-shared key:</b> at least 16 characters and contain both numbers and letters (similar to a password)                                                                                                                                                                                                              |                                                                                                                                                                  |                                                                                                                                                                        |                        |
| <ul style="list-style-type: none"><li>Our IT department will supply you with your site <b>Internal IP Address</b> and <b>Mask Address</b>. You will need to allow for and route this separate subnet on your network.</li><li>Also, our IT department will supply you with your <b>Class Database IP Address</b>. Once supplied, this IP will need to be assigned to your Class Database server as a secondary IP or on a separate NIC from your internal IP and NIC.</li></ul> |                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                  |                                                                                                                                                                        |                        |

All other sections for internal use only. DO NOT complete the sections below.

|                                      |                                                                                                                                                      |                                                                         |                                                                                        |                                                                                                                      |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| CRM Information                      | CRM Org ID                                                                                                                                           | CRM Site ID                                                             | CRM Site Address?<br><input type="checkbox"/> Yes <input type="checkbox"/> No          | <input type="checkbox"/> BB <input type="checkbox"/> VAN<br><input type="checkbox"/> US <input type="checkbox"/> CDN |
|                                      | Time Zone                                                                                                                                            | Associating<br><input type="checkbox"/> Yes <input type="checkbox"/> No | Marketing Offer?<br><input type="checkbox"/> Yes <input type="checkbox"/> No           | Special Terms                                                                                                        |
|                                      | Consultant                                                                                                                                           | Setup Date                                                              | Remittance Period<br>Every 2 Weeks                                                     |                                                                                                                      |
| Cisco 851 Setup                      | IP Address (to be supplied to the site)                                                                                                              |                                                                         | Mask (to be supplied to the site)                                                      |                                                                                                                      |
|                                      | Class Database IP Address (to be supplied to the site)                                                                                               | Site Internal IP Address                                                |                                                                                        |                                                                                                                      |
|                                      | Cisco851 Serial #                                                                                                                                    | Username                                                                | Password                                                                               |                                                                                                                      |
|                                      | Enable Password                                                                                                                                      | Pre-shared Key                                                          | Hostname                                                                               | Domain                                                                                                               |
| Cisco Database Setup (Continued)     | Secure shell enabled?<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                                    | Tested<br><input type="checkbox"/> Yes <input type="checkbox"/> No      | CDM Management enabled?<br><input type="checkbox"/> Yes <input type="checkbox"/> No    | Tested<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                   |
|                                      | Is the site interested in including their website link in our Active Communities portal?<br><input type="checkbox"/> Yes <input type="checkbox"/> No |                                                                         |                                                                                        |                                                                                                                      |
|                                      | Live Class DB Name                                                                                                                                   |                                                                         | Class User code Password                                                               |                                                                                                                      |
|                                      | Hosted Username                                                                                                                                      |                                                                         | Hosted User password                                                                   |                                                                                                                      |
|                                      | Hosted location                                                                                                                                      |                                                                         | Hosted Terminal                                                                        |                                                                                                                      |
|                                      | Hosted User Bandwidth                                                                                                                                |                                                                         | Hosted User Pin                                                                        |                                                                                                                      |
|                                      | Hosted Authorizing Network Setup<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                         |                                                                         | Hosted Payment Types setup<br><input type="checkbox"/> Yes <input type="checkbox"/> No |                                                                                                                      |
|                                      | Return Email address for forgot my password                                                                                                          |                                                                         | Reports Password                                                                       |                                                                                                                      |
|                                      | Batch payments on comm. failure set to no<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                |                                                                         | Credit card Masking                                                                    |                                                                                                                      |
|                                      | Registration Processing Service Computer Name                                                                                                        |                                                                         | Task Service Computer Name                                                             |                                                                                                                      |
| Hybrid Transaction Database (Hybrid) | Reports Password                                                                                                                                     |                                                                         | Agency Created?<br><input type="checkbox"/> Yes <input type="checkbox"/> No            |                                                                                                                      |
|                                      |                                                                                                                                                      |                                                                         |                                                                                        |                                                                                                                      |
| Tests (Consulting)                   | Hosted Payments<br><input type="checkbox"/> Passed                                                                                                   | Remember Me<br><input type="checkbox"/> Passed                          | Reports Login<br><input type="checkbox"/> Passed                                       |                                                                                                                      |

## **Class Implementation Agenda: Indianapolis, IN**

### **Implementation Dates:**

### **Objectives**

- Customize Hosted Internet Registration site
- End user training on Hosted Internet Registration operations
- Test online registration and payment
- Review accounting procedures for revenue recognition and reconciliation

Please also note that the times in this agenda are not firm.

### **Suggested Training Environment**

**Onsite:** Active Network's suggested training environment includes a quiet room, equipped with an appropriate number of PC's and Internet connectivity. A PC compatible data projector, whiteboard and flip chart are also recommended for ease of instruction.

**Remote:** Active Network's suggested training environment includes a quiet room, equipped with an appropriate number of PC's, internet connectivity, Live Meeting, a phone with speaker phone capability. A PC compatible data projector is also recommended for ease of instruction.

## Schedule

### Day 1:

| TIME          | TASK                                                                                                                                                                                                                   | RESOURCES                                                               |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 8:30 – 9:00   | <b>Class Internet Launch Meeting</b> <ul style="list-style-type: none"><li>Review outstanding tasks from planning session</li><li>Establish Live-Meeting Connection (Remote Only)</li></ul>                            | Sys<br>Admin/Manager(s)                                                 |
| 9:00 – 10:00  | <b>Class Internet Policy Review</b> <ul style="list-style-type: none"><li>Review and solidify policies for policing online activity and administration.</li><li>Configure Class in conjunction with policies</li></ul> | Sys<br>Admin/Manager(s)<br>Program Registration<br>Administrative Staff |
| 10:00 – 12:00 | <b>Class System Settings</b> <ul style="list-style-type: none"><li>System Options, Registration Options</li></ul>                                                                                                      | Sys<br>Admin/Manager(s)<br>Program Registration<br>Administrative Staff |
| 12:00 – 1:00  | <b>Lunch</b>                                                                                                                                                                                                           |                                                                         |
| 1:00 – 4:00   | <b>Customize Hosted Internet Registration Site</b><br>Tasks include customizing terminology, headers and footers, graphics, colors, waivers, help desk.                                                                | Sys<br>Admin/Manager(s)<br>Program Registration<br>Administrative Staff |
| 4:00 – 4:30   | <b>End of Day Meeting</b> <ul style="list-style-type: none"><li>Review of day's events / expectations for tomorrow</li></ul>                                                                                           | Sys<br>Admin/Manager(s)                                                 |

**Day 2:**

| TIME         | TASK                                                                                                                                                                | RESOURCES                                                               |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 8:30 – 9:00  | <b>Outstanding Issues Meeting</b> <ul style="list-style-type: none"><li>Attendance to to-dos remaining from previous day</li></ul>                                  | Sys<br>Admin/Manager(s)                                                 |
| 9:00 – 12:00 | <b>Customize Hosted Internet Registration Site</b> (continued)<br>Tasks include customizing terminology, headers and footers, graphics, colors, waivers, help desk. | Sys<br>Admin/Manager(s)<br>Program Registration<br>Administrative Staff |
| 12:00 – 1:00 | <b>Lunch</b>                                                                                                                                                        |                                                                         |
| 1:00 – 2:30  | <b>Class Technical Setup</b> <ul style="list-style-type: none"><li>Task Service, RegPro, Internet Cache Utility</li></ul>                                           | Sys<br>Admin/Manager(s), IT<br>Representative                           |
| 2:30 – 4:00  | <b>Test Hosted Internet Registration Site</b> <ul style="list-style-type: none"><li>Test online registration, payment, forgot password and email receipt.</li></ul> | Sys<br>Admin/Manager(s)                                                 |
| 4:00 – 4:30  | <b>End of Day Meeting</b> <ul style="list-style-type: none"><li>Review of day's events / expectations for tomorrow</li></ul>                                        | Sys<br>Admin/Manager(s)                                                 |

**Day 3:**

| TIME         | TASK                                                                                                                                                                                  | RESOURCES                                                               |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 8:30 – 9:00  | <b>Outstanding Issues Meeting</b> <ul style="list-style-type: none"><li>• Attendance to to-dos remaining from previous day</li></ul>                                                  | Sys<br>Admin/Manager(s)                                                 |
| 9:00 – 12:00 | <b>End – User Training</b> <ul style="list-style-type: none"><li>• Train users on web site navigation and account creation procedures</li></ul>                                       | Sys<br>Admin/Manager(s)<br>Program Registration<br>Administrative Staff |
| 12:00 – 1:00 | <b>Lunch</b>                                                                                                                                                                          |                                                                         |
| 1:00 – 2:30  | <b>End – User Training</b> <ul style="list-style-type: none"><li>• Train users on web site navigation and account creation procedures</li></ul>                                       | Sys<br>Admin/Manager(s)<br>Program Registration<br>Administrative Staff |
| 2:30 – 4:00  | <b>Reports and Reconciliation</b> <ul style="list-style-type: none"><li>• Review online payments reports</li><li>• Review revenue recognition and reconciliation procedures</li></ul> | Sys<br>Admin/Manager(s),<br>Finance<br>Representative                   |
| 4:00 – 4:30  | <b>End of Implementation Meeting</b> <ul style="list-style-type: none"><li>• Implementation in review / expectations prior to Go-Live</li></ul>                                       | Sys<br>Admin/Manager(s)                                                 |

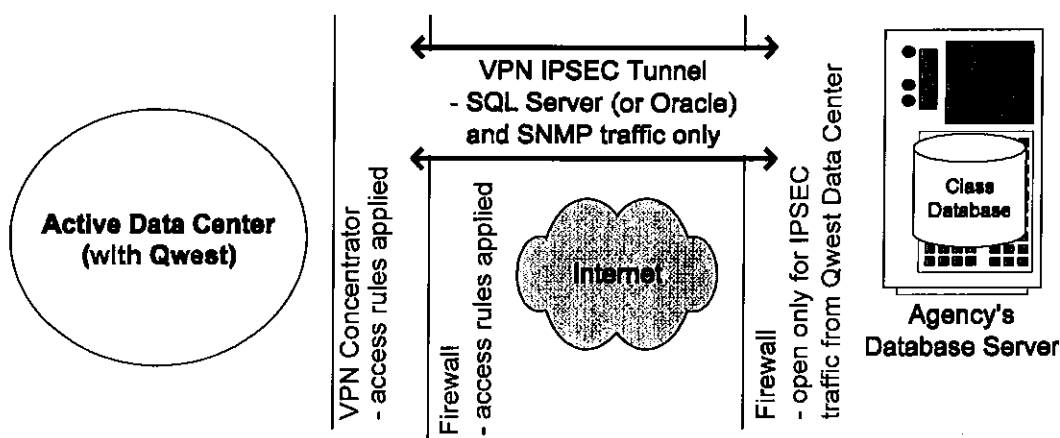


## I. Physical Data Center Security

Hosted Class Internet data is stored at Qwest's CyberCenters in Burbank, California. Security is the prime objective with the storage of your data.

Further information about Qwest CyberCenters can be found at <http://www.qwest.com/about/qwest/QwestCyberCenters/benefits.html>

## II. Network Security



### Agency site

- Only IPSEC traffic inbound from the data center is allowed through the pre-configured firewall
  - Only SQL Server (or Oracle) and SNMP traffic are allowed in the IPSEC tunnel (all other traffic is denied)
- Recommended configuration is that the firewall is directly against a dedicated network card on the database server
- Additional firewalls can be configured at agency site if desired

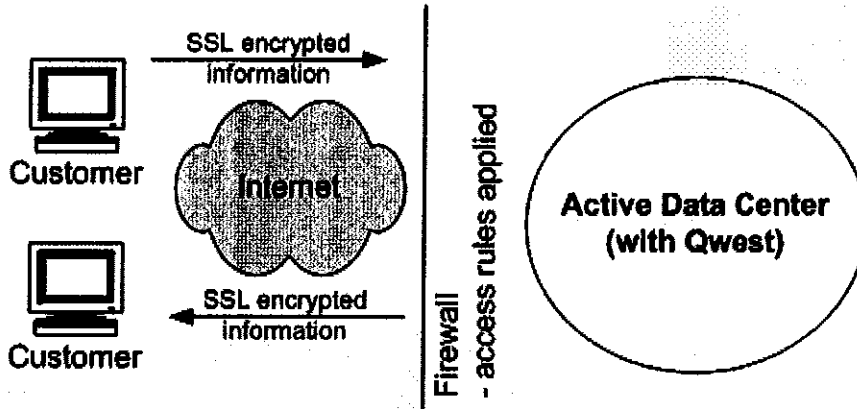
### Active Data Center

- Active Data Center is compliant with the Payment Card Industry Data Security Standard (PCI DSS) as validated by Trustwave's trusted Commerce<sup>SM</sup>
- Firewall secured VPN network
- IPSEC traffic terminates at a VPN Concentrator
- VLANs are used to separate Public and Private traffic into separate networks
- All network devices have access rules enabled
- Monitored devices:
  - All network devices have logging enabled
  - Stateful packet inspection
- Redundant power, hardware, and Internet connectivity





### **III. Application Security**



#### **Data between Class Internet and customer browser**

All Class Internet pages under My Basket and My Account are under SSL encryption between the Internet Client computer and the Active Data Center including:

- Account PIN and Client Barcodes
- Credit Card Numbers
- Registration History and Account Details Information

#### **Data between Active and agency browser (Reporting database)**

The reporting database is accessed by your agency to run the Agency Income Report. All access to this database requires a username and password provided by Active. The passwords are stored hashed (#####) and change to passwords is controlled through Active.

### **IV. Data Integrity**

Active stores two types of data for your agency: the credit card data and the transaction data.

Active is compliant with the Payment Card Industry Data Security Standard (PCI DSS) as validated by Trustwave's Trusted Commerce<sup>SM</sup>.

The credit card data is stored in a Payment Server database with the following security features

- All card data is encrypted in the database. This includes all data obtained from a card swipe: card holder, number, expiry date. The database is secured using roles.
- Credit card numbers are purged after 30 days
- All Payment Server data will be purged after 6 months



Transaction data is stored in a reporting database to allow access to the Agency Income Report.

- All passwords stored in this database are hashed (#####)
- All customer transaction information is stored as identifiers that are meaningless without your agency's Class database (account\_id, receipt\_id)
- Credit card payment amounts are stored for reporting purposes

Active is not storing customers' names, email addresses, addresses or phone numbers.

## ***V. Security Management Practices***

In addition to the disaster control practices offered through Qwest, <http://www.qwest.com/about/qwest/QwestCyberCenters/benefits.html#disaster>, Active adheres to the following practices:

- Change Management Procedures
  - Proactive application and management of security updates and service packs
  - Disaster Recovery Plans including hardware redundancy
  - Fail-over plans
  - Daily monitoring of Log files and intrusion detection
  - 24/7 pager/email notification to dedicated Active support staff
- (NOTE: 24/7 support is only available for agencies that are able to provide an internal after hours support contact. All agencies will continue to have 6am-6pm Monday to Friday monitoring).

## ***VI. Service Disruption Strategies***

Active Community Solutions has built redundancy into all its systems in order to minimize any system failures that could be perceived as customer outages. Active Community Solutions strives for a 99.90% scheduled uptime level. All components of the Active hosted system are proactively monitored and managed so that faults are detected before system outages.

Active Community Solutions realizes there may occasionally be system outages due to issues beyond our control. Active Community Solutions has established numerous escalation procedures to notify the proper personnel in the event of any system outage and remedy any issues as quickly as possible. Since the hosted site is managed by Active Community Solutions for our customers, the people who best understand the architecture, installation, and design are immediately available to resolve any issues.

Contact information for support remains the same as per your Software Support and Maintenance Agreement:

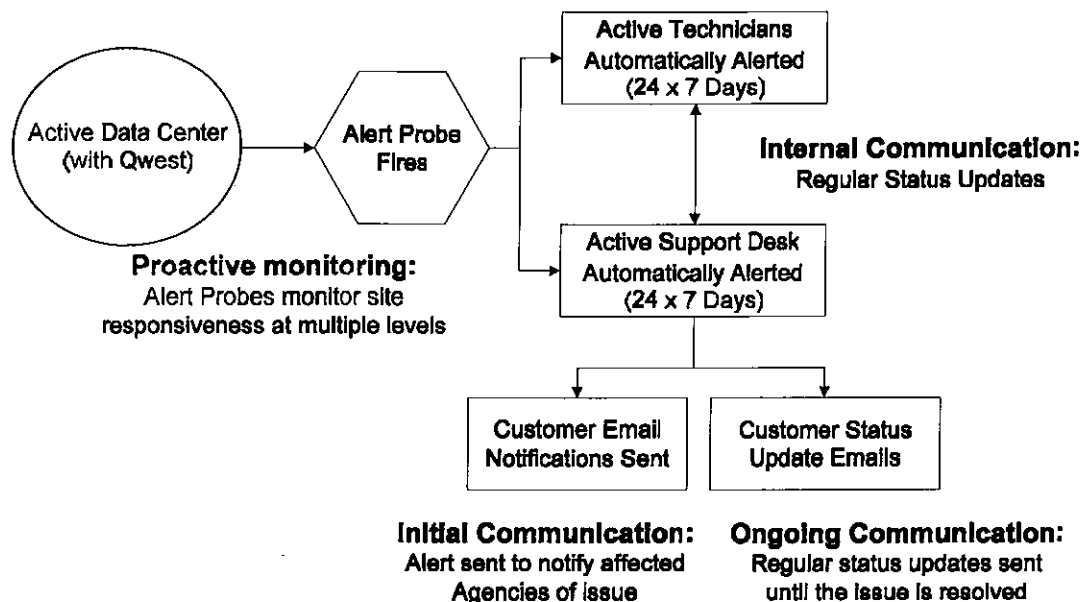
Toll Free: 800.663.4991

Extended support: 888.818.3399

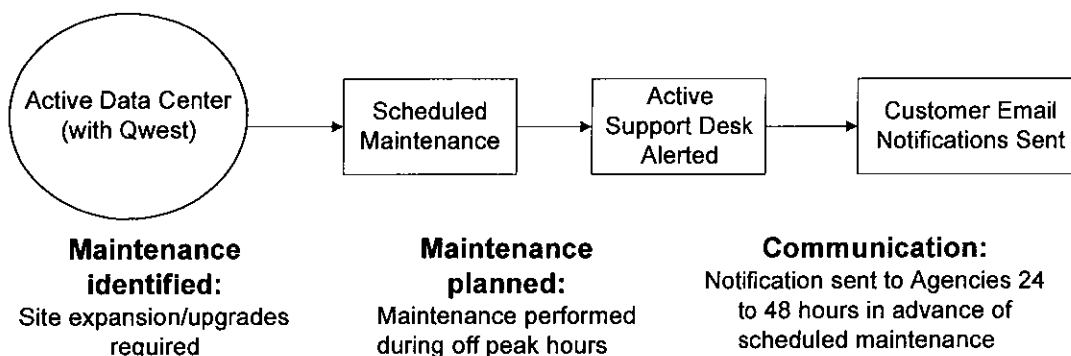
Email: [ClassSupport@active.com](mailto:ClassSupport@active.com)



### A. Communication path for unplanned service disruption:



### B. Communication path for scheduled maintenance service disruption:





# IndyParks Internet Registration

## Enhanced Access Board Review Statement

| Logistics:                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Department/Agency:</b>                       | Department of Parks and Recreation, IndyParks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Stakeholders:</b>                            | Stuart Lowry, Leslie Power, Angie Daniel, Dee Dickerson, Lisa Leming, Helen Watts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>BRM/TC:</b>                                  | Layne Young/Tracy Miller                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Goal:</b>                                    | Provide Internet Registration for IndyParks Customers. Internet Registration is defined as: From the Internet a person can search, review, select, commit (by payment with credit card) and receive confirmation by email IndyParks programs and services without staff intervention.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Item 1: System Requiring Enhanced Access</b> | <p><b><u>CLASS (Active Network): Program Registration and Facility Scheduling software.</u></b></p> <ul style="list-style-type: none"> <li>Currently IndyParks processes all operational revenue through CLASS <ul style="list-style-type: none"> <li>Program Registration (swim lessons)</li> <li>Facility Booking (rent a shelter)</li> <li>Point-of-Sale/Cashiering (aquatics, concessions, recreation centers and etc)</li> <li>Financial Reporting/Information Reporting (revenue reporting, revenue auditing, statistical performance, etc)</li> </ul> </li> <li>Registration processes include: walk-in, fax-in, call-in and mail-in</li> <li>Payment types include: cash, check, credit card (at IndyParks facilities)</li> <li>IndyParks Customer Service manages 327-PARK, mail-in registration, CLASS administration, CLASS training and CLASS reporting.</li> </ul> <p><b>** The desire is to upgrade CLASS to do Internet Registration, which requires:</b></p> <ul style="list-style-type: none"> <li>A software module that will allow users to access the CLASS database from the web.</li> <li>An ability to take credit card payment on a secure server for services.</li> <li>An ability to receive a confirmation via email.</li> </ul>                                                                                                                                                                                                                                                                                                                                                          |
| <b>Item 2: Describe End Product</b>             | <p><b><u>Proposed Solution – Vendor Hosted (Active Network) Internet Registration</u></b></p> <ol style="list-style-type: none"> <li>Use CLASS Internet web interface, creating a timely new and innovative service.</li> <li>Use CLASS remote secure payment server to manage credit card transactions.</li> <li>Allow CLASS to process ALL credit card transactions (to include walk-ins), thus consolidating the number of credit card vendors to one.</li> <li>Develop a series of reports (data drops or interface) for FAMIS/CLASS reconciliation.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Item 3: Fee Structure</b>                    | <p><b><u>Active Network Proposal</u></b></p> <ol style="list-style-type: none"> <li>Project Costs (see Exhibit 1) <ol style="list-style-type: none"> <li>\$15,301 Start-up Costs</li> <li>\$40,000 Annual service costs</li> </ol> </li> <li>IndyParks Approach <ol style="list-style-type: none"> <li>IndyParks to pay start-up cost using 2009 budget</li> <li>Allow Active Network to collect the fee + \$1 convenience fee (previously approved by EHRC for all registration transactions) all money sent to IndyParks.</li> <li>IndyParks will pay Active Networks through a periodic settlement process using money accumulated through YTD convenience fees and operating budget. Should IndyParks exceed the revenue projection and incur more than \$47,000 of fees, than IndyParks would be liable for the balance of fees based on a predetermined formula. (see Exhibit 2)</li> </ol> </li> <li>Rationale <ol style="list-style-type: none"> <li>IndyParks is a 'market oriented' agency that services all neighborhoods and income ranges. For perception purposes, IndyParks has chosen to charge only one dollar to keep things simple for the customer.</li> <li>IndyParks currently has approval for a \$1 transaction fee.</li> <li>The other admin costs are built into the program fee. When revenue is reported it will reflect the fee that was advertised and collected. Credit card and other overhead fees will be invoiced separate to IndyParks by the vendor. Thus making IndyStat and other reporting processes simple; the revenue and the cost for processing.</li> </ol> </li> </ol> |



# IndyParks Internet Registration

## Enhanced Access Board Review Statement

|                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Item 4:<br/>Custodians of<br/>Information</b> | IndyParks is the sole owner of the information.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Item 5:<br/>Similar<br/>Services</b>          | No other local government department or agency offers similar services to the public.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Additional<br/>Information</b>                | <p><u>Q. Why use Active Networks?</u></p> <p>A. The CLASS system has been used by IndyParks since 1996. The most recent upgrade was done first quarter of 2009. It has been the core information system for IndyParks through three administrations. Providing good information and continuity to process through changes in management and financial staff. Management and staff are trained and have software loaded on computers. This would be considered a new companion module to existing service. Active Network has a worldwide presence with recreation organizations and government entities.</p> <p><u>Q. Why not use Logo for the Internet application?</u></p> <p>A. In 2007 Active Network was approached by IndyParks and Logo to create an interface (to be created by Logo for no direct charge) but Active Network could not participate because under the current Active Network agreement, interfacing from one 3<sup>rd</sup> party software vendor to another third party software vendor was a violation. Active Network was not interested in seeking a change to the contract.</p> <p><u>Q. Why not use Logo for the credit card portion of the project?</u></p> <p>A. Although it may be possible to use Logo for the credit card portion of the program, the key element being the Internet Module would still be needed. The business model for Active Network is to host and provide the secure servers, credit card processing and Internet module for a convenience fee. As in most Enhanced Access applications, the vendor would keep the fees and pass the cash on to the department. For Logo to develop a comparable module with the complexity that IndyParks requires would take a considerable development effort (time and expense beyond the convenience fees).</p> <p><u>Q. How was the figure of \$47,000 reached? (see Exhibit 2)</u></p> <p>A. Active Network considered past revenue, credit card payments, number of transactions and average cost per transaction. Estimating that 25% of transactions would be done online.</p> <p><u>Q. Are there any other benefits to this project?</u></p> <p>A. Currently, IndyParks uses two credit card vendors, Logo and First Data (formerly Chase). The reconciliation of these transactions is very difficult. Logo requires double entry, once in CLASS and again in OTC. This is needed for staff to be able to reconcile CLASS and OTC at the end of the day. Currently, OTC is only used in the Customer Service area accounting for 20% of IndyParks transactions. The rest of IndyParks uses credit card terminals (\$700+/unit). The entry is made in CLASS and the credit card is swiped in the terminal. Staff then take the transaction number and enter it in class. At the end of the day staff reconcile the credit card terminal with CLASS. If they don't balance it is difficult and time consuming to correct. The upshot is by having one credit card process integrated with CLASS (so there is no double keying) would reduce end-of-day processing errors, FAMIS reconciliation and credit card research (i.e. disputed charges, refunds and other corrections) more efficient for staff.</p> <p>A. Would eliminate need for credit card phone lines, credit card terminals and related supply costs.</p> <p>A. Having a single source for credit card processing would mitigate internal and financial auditing issues.</p> <p>A. Park facilities (front counter) not accepting credit cards now would be able to use CLASS.</p> <p><u>Q. Could Logo be expanded to other IndyParks locations?</u></p> <p>A. OTC requires a network connection. Not all locations have a suitable network connection; some of them are dial-up. These locations are seasonal and use a credit card terminal. Thus IndyParks would still need multiple credit card vendors to process transactions. The CLASS solution for these locations is Point-of-Sale Secure whereby a CLASS workstation can take the transactions off-line and then synch them up when the network becomes available. This module will be added once the Internet Registration Module is installed.</p> |



# IndyParks Internet Registration

## Enhanced Access Board Review Statement

### Exhibit 1

As extracted from the Active Network Agreement Issued 6/18/09

(The following **Annual Service Fee Minimums** is being amended to \$40,000 instead of \$47,000. ISA will pay \$20,000 – which was budgeted by IndyParks for 2009, IndyParks will be responsible for the minimum \$20,000 or above)

| Software                                                                 | No. Of Licenses | License Cost | Total License Cost | Maint. Fee | Service Hrs. |
|--------------------------------------------------------------------------|-----------------|--------------|--------------------|------------|--------------|
| Hosted Internet Registration                                             | 1               | \$0          | \$0                | \$ 0.00    | 56           |
| Hosted Payment Server                                                    | 1               | \$0          | \$0                | \$ 0.00    | 6            |
| Total Software                                                           |                 |              | \$ 0.00            |            |              |
| Total Annual Maintenance Cost:                                           |                 |              | \$ 0.00            |            |              |
| Services                                                                 | Qty.            | Unit Price   | Extended Price     |            |              |
| Remote Internet Implementation                                           | 56              | \$175        | \$ 9,800.00        |            |              |
| Remote Payment Server Implementation                                     | 6               | \$175        | \$ 1,050.00        |            |              |
| Remote Oracle to SQL Database Conversion                                 | 16              | \$200        | \$ 3,200.00        |            |              |
| Total Services                                                           |                 |              | \$ 14,050.00       |            |              |
| Annual Service Fee Minimums                                              | Qty.            | Unit Price   | Total              |            |              |
| Annual Minimum Service Fees for Internet Registration and Payment Server | 1               | \$45,000     | \$ 45,000.00       |            |              |
| 1 week remittance by ACH/Per Year                                        | 1               | \$2,000      | \$ 2,000.00        |            |              |
| Total Annual Service Fee Minimums                                        |                 |              | \$ 47,000.00       |            |              |
| 3rd Party HW/SW                                                          | Qty.            | Unit Price   | Extended Price     |            |              |
| Cisco Firewall                                                           | 1               | \$351        | \$ 351.00          |            |              |
| MagTek Credit Card Reader - USB, Tracks 1 & 2 (Black)                    | 15              | \$60         | \$ 900.00          |            |              |
| Total 3rd Party HW/SW                                                    |                 | \$ 1,251.00  |                    |            |              |

| Quote Summary                                           |              |
|---------------------------------------------------------|--------------|
| Total Services Cost (START UP COSTS)                    | \$ 14,050.00 |
| Total 3rd Party Hardware/Software Cost (START UP COSTS) | \$ 1,251.00  |
| Total Annual Service Fee Minimums (ANNUAL COSTS)        | \$ 47,000.00 |



# IndyParks Internet Registration

## Enhanced Access Board Review Statement

### Exhibit 2 Active Network Fee Calculation Spreadsheet

| Indianapolis Information - 2008  |    |            |  |
|----------------------------------|----|------------|--|
|                                  |    |            |  |
| Total Credit Card Payments       | \$ | 732,000.00 |  |
| Online Credit Card Payments      | \$ | 183,000.00 |  |
| Offline Credit Card Payments     | \$ | 549,000.00 |  |
|                                  |    |            |  |
| Number of Internet Registrations |    | 6,441      |  |
| Average Registration Fee         |    | \$82.00    |  |

(estimating 25% to be done online)

\*25% of # of registrations in 2008 (25,764)

| Class Payment Server - Front Counter (Offline) Transactions Only |           |                  |            |
|------------------------------------------------------------------|-----------|------------------|------------|
| Active Hosted                                                    |           |                  |            |
| Ongoing Cost                                                     |           |                  | Trans Rate |
| Annual Maintenance                                               | \$        | -                |            |
| Credit Card Cost                                                 | \$        | 16,470.00        | 3.0%       |
| <b>Total Transaction Cost</b>                                    | <b>\$</b> | <b>16,470.00</b> |            |

It's 3% of the Offline credit card transactions.

| Class Internet Registration   |           |                  |            |                    |
|-------------------------------|-----------|------------------|------------|--------------------|
| Hosted (Active)               |           |                  |            | To Customer?<br>** |
| Ongoing Cost                  |           |                  | Trans Rate | Flat Fee           |
| Annual Maintenance            | \$        | -                |            |                    |
| Transaction Cost *            | \$        | 30,337.11        | 3.0%       | \$ 2.25            |
| <b>Total Transaction Cost</b> | <b>\$</b> | <b>30,337.11</b> |            |                    |

\* It's based on # of internet transactions x Average Registration Cost of \$82.00

**PLUS**

# of internet transactions x Flat Fee of \$2.25

#### Annual Service Cost Estimate

\$45,000 = Total Front Counter Transaction Cost (16,470) + Total Internet Registration Cost (30,337.11)

**INDYGOV★BIZ**

**ENHANCED ACCESS REVIEW COMMITTEE**

**DIRECTOR'S REPORT**

**July 2009**

*Submitted by:*

**Local Government online**

---

## PORTAL HIGHLIGHTS

---

### *Project Highlights*

- During the month of July, LoGO Indiana collected almost \$2.1 million in statutory fines and fees for our City and County partner. Year to date, over \$7.8 million has been deposited to City/County agencies. July deposits to our City/County partner is a new Portal record and is largely due to the new property tax payment application, which processed almost \$1 million dollars for the Treasurer's Office during the month of July.
- LoGO Indiana deposited \$10,337 from the Portal profits into EARC Revenue Share account for the month of July.
- Portal transactions were up from June 2009 by just over 4,000 total transactions.

### *Development Highlights*

- The LoGO development team deployed four updates to the Property Tax Payment Application in July including customer friendly navigation and printer enhancements and the ability to search for parcels that begin with a letter.
- LoGO began analysis on the Property Tax IVR solution. The new solution will provide a more user friendly system including additional validation steps for customers to confirm the correct property and amount.
- LoGO began work on credit card validation for all legacy JAVA applications. This functionality will validate the credit card against the address and zip code inserted with the card information and will be available

in September.

### *Marketing Highlights*

- LoGO delivered brochures highlighting Clerk Services to the Marion County Clerk's Office along with the original artwork.
- LoGO delivered two example Public Service Announcements to members of the Enhanced Access Review Committee. The public service announcements will be distributed to Channel Sixteen and other news outlets.

### *Customer Service Highlights*

- Three all access waiver requests and two Neighborhood waiver requests received for the month of July.

---

## INDYGOV.BIZ AT A GLANCE

---

| JULY 2009          |              |
|--------------------|--------------|
|                    |              |
| <b>Subscribers</b> | <b>1,713</b> |
|                    |              |

---

## INDYGOV.BIZ FINANCIALS

---

|                                           | JULY 2009          | YTD 2009           |
|-------------------------------------------|--------------------|--------------------|
| <b>Revenues</b>                           | \$860,415          | \$860,415          |
| <b>Cost of Revenues</b>                   | \$126,721          | \$126,721          |
| <b>Adjusted Gross Revenue</b>             | <b>\$733,694</b>   | <b>\$733,694</b>   |
|                                           |                    |                    |
| <b>Enhanced Access Revenue Share</b>      | <b>\$73,386</b>    | <b>\$73,386</b>    |
| <b>Operating Expenses</b>                 | \$789,006          | \$789,006          |
| <b>Total Expenses</b>                     | <b>\$862,392</b>   | <b>\$862,392</b>   |
|                                           |                    |                    |
| <b>Net Income/Loss –Before Taxes</b>      | <b>(\$128,908)</b> | <b>(\$128,699)</b> |
|                                           |                    |                    |
| <b>Income Tax (Fed., State, Deferred)</b> | <b>\$2,407</b>     | <b>(\$15,576)</b>  |
|                                           |                    |                    |
| <b>Net Income/Loss</b>                    | <b>(\$126,501)</b> | <b>(113,123)</b>   |

**Private and Confidential, Not for Distribution**

# THREE MONTH APPLICATION REVENUE SNAPSHOT

| ACTIVITY                   | May-09        |                     |                    | Jun-09 |           |          | Jul-09 |           |          | 2009 Year-to-Date |                     |                    |
|----------------------------|---------------|---------------------|--------------------|--------|-----------|----------|--------|-----------|----------|-------------------|---------------------|--------------------|
|                            | Trans         | Ci/Co Rev           | LoGO Rev           | Trans  | Ci/Co Rev | LoGO Rev | Trans  | Ci/Co Rev | LoGO Rev | Trans             | Ci/Co Rev           | LoGO Rev           |
| Criminal Court Services    |               |                     |                    |        |           |          |        |           |          |                   |                     |                    |
| Name Search Sub            | 8,668         | \$0.00              | \$17,336.00        |        |           |          |        |           |          | 10,657            | \$0.00              | \$21,314.00        |
| Name Search Sub CC*        | 609           | \$0.00              | \$1,848.24         |        |           |          |        |           |          | 615               | \$0.00              | \$1,857.42         |
| Case Summary Sub           | 2,121         | \$0.00              | \$10,605.00        |        |           |          |        |           |          | 4,208             | \$0.00              | \$21,040.00        |
| Case Summary CC*           | 180           | \$0.00              | \$1,101.60         |        |           |          |        |           |          | 212               | \$0.00              | \$1,285.20         |
| Party Booking Sub          | 74            | \$0.00              | \$370.00           |        |           |          |        |           |          | 79                | \$0.00              | \$395.00           |
| Party Booking CC           | 25            | \$0.00              | \$153.00           |        |           |          |        |           |          | 39                | \$0.00              | \$238.68           |
| <b>Total</b>               | <b>11,677</b> | <b>\$0.00</b>       | <b>\$31,413.84</b> |        |           |          |        |           |          | <b>15,810</b>     | <b>\$0.00</b>       | <b>\$46,130.30</b> |
| Civil Court Services       |               |                     |                    |        |           |          |        |           |          |                   |                     |                    |
| Case Summary Sub           | 6,161         | \$0.00              | \$30,805.00        |        |           |          |        |           |          | 6,782             | \$0.00              | \$33,910.00        |
| Case Summary CC*           | 371           | \$0.00              | \$2,264.40         |        |           |          |        |           |          | 365               | \$0.00              | \$2,215.44         |
| Judgments Sub              | 808           | \$0.00              | \$2,424.00         |        |           |          |        |           |          | 494               | \$0.00              | \$1,482.00         |
| Judgments CC*              | 56            | \$0.00              | \$228.48           |        |           |          |        |           |          | 52                | \$0.00              | \$212.16           |
| Summons                    | 3,778         | \$0.00              | \$3,778.00         |        |           |          |        |           |          | 3,544             | \$0.00              | \$3,544.00         |
| Tax Warrant                | 751           | \$0.00              | \$751.00           |        |           |          |        |           |          | 619               | \$0.00              | \$619.00           |
| Tax Satisfaction           | 230           | \$0.00              | \$230.00           |        |           |          |        |           |          | 189               | \$0.00              | \$189.00           |
| Traffic Tickets            | 4,124         | \$679,989.73        | \$17,800.19        |        |           |          |        |           |          | 4,736             | \$770,107.40        | \$18,978.47        |
| Traffic Court OTC          | 497           | \$93,000.97         | \$2,362.91         |        |           |          |        |           |          | 744               | \$141,944.40        | \$3,596.38         |
| Environmental Court OTC    | 2             | \$278.00            | \$7.60             |        |           |          |        |           |          | 10                | \$2,873.00          | \$67.66            |
| <b>Total</b>               | <b>16,778</b> | <b>\$773,268.70</b> | <b>\$60,651.58</b> |        |           |          |        |           |          | <b>17,535</b>     | <b>\$914,924.80</b> | <b>\$64,814.11</b> |
| Permit Services            |               |                     |                    |        |           |          |        |           |          |                   |                     |                    |
| ROW                        | 248           | \$20,426.00         | \$992.00           |        |           |          |        |           |          | 386               | \$21,438.00         | \$1,544.00         |
| Electrical                 | 113           | \$17,558.60         | \$452.00           |        |           |          |        |           |          | 171               | \$17,060.11         | \$684.00           |
| Heating & Cooling          | 410           | \$19,288.19         | \$1,640.00         |        |           |          |        |           |          | 447               | \$20,538.04         | \$1,788.00         |
| Plumbing                   | 54            | \$6,919.64          | \$216.00           |        |           |          |        |           |          | 83                | \$6,088.29          | \$332.00           |
| Sewer                      | 23            | \$15,690.00         | \$92.00            |        |           |          |        |           |          | 23                | \$7,470.00          | \$92.00            |
| Electrical self-c tags     | 4             | \$3,075.00          | \$12.00            |        |           |          |        |           |          | 6                 | \$3,333.00          | \$18.00            |
| Structural                 | 9             | \$6,378.40          | \$36.00            |        |           |          |        |           |          | 35                | \$8,673.43          | \$140.00           |
| Master                     | 3             | \$1,950.30          | \$33.00            |        |           |          |        |           |          | 2                 | \$1,250.75          | \$22.00            |
| Permitting OTC             | 251           | \$58,299.49         | \$1,420.99         |        |           |          |        |           |          | 308               | \$81,319.19         | \$1,940.54         |
| Contractor License Renewal | 1             | \$315.00            | \$9.36             |        |           |          |        |           |          | 3                 | \$945.00            | \$28.08            |
| Property Owner Filing      | 16            | \$400.00            | \$89.60            |        |           |          |        |           |          | 4                 | \$100.00            | \$22.40            |
| Property Owner Issue       | 4             | \$270.00            | \$5.40             |        |           |          |        |           |          | 2                 | \$80.00             | \$1.60             |

| Total                     | 1,136        | \$150,570.62       | \$4,998.35         | Property Services | 1,470        | \$168,295.81        | \$6,612.62         |
|---------------------------|--------------|--------------------|--------------------|-------------------|--------------|---------------------|--------------------|
| Property Records          | 3,645        | \$0.00             | \$10,935.00        |                   | 3,973        | \$0.00              | \$11,919.00        |
| Prop Records CC*          | 361          | \$0.00             | \$1,472.88         |                   | 314          | \$0.00              | \$897.60           |
| Prop Owner History        | 618          | \$0.00             | \$618.00           |                   | 583          | \$0.00              | \$583.00           |
| Prop Owner History CC*    | 190          | \$0.00             | \$383.52           |                   | 146          | \$0.00              | \$223.52           |
| Parcel History            | 130          | \$0.00             | \$130.00           |                   | 103          | \$0.00              | \$103.00           |
| Parcel History CC*        | 44           | \$0.00             | \$85.68            |                   | 34           | \$0.00              | \$48.96            |
| Property Tax Payments     | 0            | \$0.00             | \$0.00             |                   | 2,261        | \$953,706.72        | \$12,295.50        |
| MCSD Sale - Big           | 10           | \$100.00           | \$30.00            |                   | 11           | \$110.00            | \$33.00            |
| MCSD Sale - Small         | 20           | \$40.00            | \$20.00            |                   | 12           | \$24.00             | \$12.00            |
| MCSD Sale - Big CC*       | 70           | \$690.00           | \$295.32           |                   | 57           | \$550.00            | \$235.40           |
| MCSD Sale - Small CC*     | 34           | \$68.00            | \$70.72            |                   | 35           | \$68.00             | \$70.72            |
| MCSD Property Sold List   | 2            | \$20.00            | \$4.00             |                   | 8            | \$80.00             | \$16.00            |
| MCSD Prop Sold List CC    | 10           | \$100.00           | \$32.60            |                   | 14           | \$140.00            | \$45.64            |
| <b>Total</b>              | <b>5,134</b> | <b>\$1,018.00</b>  | <b>\$14,077.72</b> |                   | <b>7,551</b> | <b>\$955,141.80</b> | <b>\$26,480.14</b> |
| Police/Sheriff Services   |              |                    |                    |                   |              |                     |                    |
| Limited Criminal          | 112          | \$1,120.00         | \$560.00           |                   | 65           | \$650.00            | \$325.00           |
| Limited Criminal - CC     | 32           | \$280.00           | \$205.52           |                   | 46           | \$400.00            | \$293.60           |
| Incident-IPD              | 555          | \$2,775.00         | \$555.00           |                   | 560          | \$2,800.00          | \$560.00           |
| Incident-IPD CC           | 361          | \$1,800.00         | \$770.40           |                   | 339          | \$1,665.00          | \$712.62           |
| IPD OTC                   | 391          | \$37,534.00        | \$1,149.50         |                   | 328          | \$31,892.00         | \$970.36           |
| Commissary Deposit        | 73           | \$3,345.00         | \$287.62           |                   | 82           | \$3,766.50          | \$323.79           |
| <b>Total</b>              | <b>1,524</b> | <b>\$46,854.00</b> | <b>\$3,528.04</b>  |                   | <b>1,420</b> | <b>\$41,173.50</b>  | <b>\$3,185.37</b>  |
| Licensing Services        |              |                    |                    |                   |              |                     |                    |
| Commercial Parking        | 0            | \$0.00             | \$0.00             |                   | 0            | \$0.00              | \$141.75           |
| Sidewalk Café             | 0            | \$0.00             | \$0.00             |                   | 0            | \$0.00              | \$20.85            |
| Hotel/Motel               | 0            | \$0.00             | \$0.00             |                   | 0            | \$0.00              | \$58.80            |
| Groomer/Kennel/Pet/Stable | 1            | \$25.00            | \$4.07             |                   | 0            | \$0.00              | \$20.35            |
| Second Hand Motor         | 2            | \$40.00            | \$7.94             |                   | 1            | \$3.97              | \$43.67            |
| Licensing OTC             | 7            | \$945.00           | \$26.04            |                   | 8            | \$17.26             | \$120.82           |
| <b>Total</b>              | <b>10</b>    | <b>\$1,010.00</b>  | <b>\$38.05</b>     |                   | <b>9</b>     | <b>\$21.23</b>      | <b>\$406.24</b>    |
| Miscellaneous Services    |              |                    |                    |                   |              |                     |                    |
| Corp Counsel OTC          | 24           | \$4,225.84         | \$109.00           |                   | 15           | \$57.56             | \$721.30           |
| ACCD Donations            | 3            | \$134.25           | \$5.75             |                   | 1            | \$1.98              | \$39.55            |
| ACCD OTC                  | 123          | \$7,095.00         | \$267.36           |                   | 145          | \$303.01            | \$1,899.73         |
| DMD OTC                   | 12           | \$3,062.50         | \$73.49            |                   | 15           | \$152.27            | \$623.48           |
| Recorder's Office OTC     | 95           | \$2,387.50         | \$144.65           |                   | 96           | \$152.19            | \$1,044.95         |
| DPW STEP Payments         | 4            | \$197.00           | \$12.10            |                   | 5            | \$15.12             | \$117.82           |



## 2009 ACTIVE PROJECTS

| Project                                             | Agency                                | Description                                                                                         | Status              | Type                       |
|-----------------------------------------------------|---------------------------------------|-----------------------------------------------------------------------------------------------------|---------------------|----------------------------|
| Controller's Office-Special Event Permitting Online | Controller's Office-Licensing Section | Create an online interface with Accela to allow for online Special Event Permits filing.            | Development/Testing | Project*                   |
| Permit Rewrites – Accela Project (12 applications)  | DOC                                   | Rewrite existing twelve permit services to interface with Accela.                                   | Development/Testing | Project                    |
| IndyBiz Redesign                                    | Various                               | Recreate design template for IndyBiz Portal.                                                        | Testing             | Project                    |
| Property Tax Payments-IVR                           | Treasurer's Office                    | Create IVR payment option for property tax payments.                                                | Planning            | Project                    |
| IVR for STEP payments                               | DPW                                   | Allow customers ability to process STEP payments over the phone.                                    | Planning            | Project                    |
| IVR for Property Tax Payments                       | Treasurer                             | Allow customer to pay for Property Taxes through an IVR system.                                     | Planning            | Project                    |
| Add Amex and CVV2 code to all JAVA applications     | Various                               | All American Express payment option and CVV2 code to all JAVA application payment processing pages. | Development         | Project                    |
| Payment for overdue fines/fees                      | OCC                                   | Create payment application (with option for recurring payments) for Office of Corporation Counsel.  | Planning            | Project                    |
| Boards and Commissions application                  | Mayor's Office                        | Redesign IN.Gov Boards and Commissions Application to fit needs of Indianapolis/Marion County.      | Planning            | Project-Time and Materials |

\* A project is defined as anything with over ten total development and/or project management resource hours.

| Project                                    | Agency          | Description                                                                                                      | Status   | Type           |
|--------------------------------------------|-----------------|------------------------------------------------------------------------------------------------------------------|----------|----------------|
| MST and STR 2009 Folder Creation           | DOC             | Create folders for 2009 Master and Structural folders.                                                           | Deployed | Change Request |
| Payment Engine Upgrade                     | Internal – LoGO | Upgrade TPE (the payment engine) to new corporate instance to meet new PCI DSS compliance.                       | Deployed | Project        |
| Migrate Email                              | Internal – LoGO | Migrate email to CDC Microsoft server                                                                            | Deployed | Project        |
| Traffic Ticket Rewrite                     | Clerk's Office  | Rewrite service to include Odyssey eCitation Tickets as well as JUSTIS tickets fines and fees to be paid online. | Deployed | Project        |
| LCH Upgrade                                | IMPD            | Allow instant access to LCH service and remove pre-approval requirements.                                        | Deployed | Project        |
| Update fund types                          | ACCD            | Update the fund types available for donations.                                                                   | Deployed | Change Request |
| Clerk redaction for Tax Warrants           | Clerk           | Ensure private information is redacted for all old cases on Tax Warrant application.                             | Deployed | Change Request |
| Alter database connections to Tidemark     | OCE             | Ensure permitting applications are connected and pointing to new server location.                                | Deployed | Change Request |
| Alter database connections to LAW database | IMPD            | Ensure Incident Report Application is connected and pointing to new server location.                             | Deployed | Change Request |
| Add Amex and CVV2                          | Various         | All American Express payment option and CVV2                                                                     | Deployed | Change         |

### 2009 COMPLETED PROJECTS

|                            |                                           |                                                                                                |          |                |
|----------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------|----------|----------------|
| P                          |                                           |                                                                                                |          |                |
| (three applications)       | Assessor's Offices                        | Interface with FV Dinet system.                                                                |          |                |
| Property Tax Payments- WEB | Treasurer's Office                        | Include option for homeowners to pay current property taxes online.                            | Deployed | Project        |
| Search capabilities        | Treasurer, Auditor and Assessor's Offices | Allow parcel numbers with letters to be searched for and found through online system.          | Deployed | Change Request |
| Zero Taxes Due             | Treasurer, Auditor and Assessor's Offices | Allow parcel numbers that do not owe property taxes the ability to see the information online. | Deployed | Change Request |
| Deferment Option           | Clerk's Office                            | Create a deferment page for traffic ticket application.                                        | Deployed | Change Request |
| Search functionality       | Clerk's Office                            | Update search functionality to include special symbols in the search field.                    | Deployed | Change Request |